



## WINTER 2012

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The 91 Express Lanes is owned and operated by the Orange County Transportation Authority. For more information, call (951) 278-9191 or visit [www.91expresslanes.com](http://www.91expresslanes.com).

## CUSTOMER SERVICE CENTER



We have two Customer Service Centers to serve you:

**Corona Customer Service Center**  
2275 Sampson Avenue, Suite 100  
Corona, CA 92876  
(951) 278-9191  
(800) 600-9191  
Hours: 9:00 a.m. - 6:00 p.m.

**OCTA Store**  
550 S. Main Street  
Orange, CA 92863  
Hours: 9:00 a.m. - 5:00 p.m.

## Overall Satisfaction Hits 90 Percent

The 2011 91 Express Lanes Customer Satisfaction Survey results are in. Here's a snapshot of the findings from the survey. According to respondents, 90 percent said that they were satisfied with their experience using the 91 Express Lanes. The main reasons cited for that satisfaction were: consistently saving time, having a fast way to travel, receiving accurate billing statements, and having a well-maintained road.

### Saving 30 Minutes Per Trip

The survey revealed that 97 percent of customers agreed that the 91 Express Lanes helped them save time on their travels. How much time? The average time saved during the morning rush hour period was 27.58 minutes, and 34.24 minutes during the afternoon rush hour period. Of the customers reporting time saved during the afternoon rush hour, 25 percent said that they saved 35 minutes or more on their one-way trips.

### 97 Percent Feel Safe

According to the same survey, 97 percent of customers said that they felt safe on the 91 Express Lanes. It's no wonder. With Traffic Operations Center specialists monitoring operations around the clock, and Customer Assistance Patrol tow trucks on duty to aid motorists when needed, customers were assured that their safety remained a top priority.

## SR-91 Widening Project Info at Your Fingertips

We've added a new link to the 91 Express Lanes website ([www.91expresslanes.com](http://www.91expresslanes.com)) to give you the latest information about the State Route 91 (SR-91) Westbound and Eastbound Lane Widening Project. At the top of the home page, look in the rotating banners for the one labeled "SR-91 Westbound and Eastbound Lane Widening Project." At the bottom of the banner you'll see "Click Here for Freeway Closure



## 70 Percent Like eCommunications

More than 67 percent of customers agreed that OCTA does a good job of communicating with them about the 91 Express Lanes. Seventy percent of customers, including seniors, preferred to receive information by email, up from 44 percent in 2007. If you would like to receive the 91 Express Lanes quarterly newsletter by email, get current eBlasts with news and promotions, or order additional transponders, visit [www.91expresslanes.com](http://www.91expresslanes.com). Go to the "My Account" tab and provide your email address. You can also call (951) 278-9191 or (800) 600-9191, 8:00 a.m. to 5:00 p.m., Monday through Friday.

## Thanks to All Participants

We would like to thank everyone who took the time to participate in the 2011 91 Express Lanes Customer Satisfaction Survey. Your feedback is very important and is appreciated. Your responses and comments will help us improve the 91 Express Lanes and continue to bring you a satisfying and timesaving drive. Thanks again!

Information." Click there and you'll be taken to a page with construction alerts for the SR-91.

The construction alerts are arranged chronologically, with the most recent at the top. With just a click, you can get information for eastbound SR-91, westbound SR-91, and SR-91 ramp and street closures with the location, date and time, and any detours.

You will also find the latest information for other Orange County freeways with an interactive map pinpointing areas where pre-construction or construction is under way and where construction has been completed. With this new link, you'll be able to know before you go and avoid delays caused by freeway closures. Check out the new link today!



## Save with the 91 Express Club

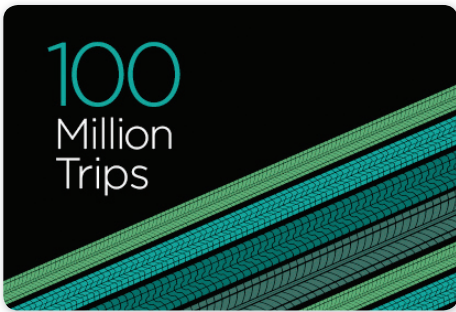
Are you a frequent user of the 91 Express Lanes? Do you know about the 91 Express Club? The 91 Express Club is a special account designed for customers who take more than 20 one-way trips on the 91 Express Lanes per month.

### How It Works

The 91 Express Club has a monthly membership fee of \$20 per transponder. As a member of the 91 Express Club, you'll receive a \$1.00 per trip discount for all tolled trips on the 91 Express Lanes. After just 20 trips, you've saved your monthly fee, and with every subsequent trip you'll be reducing your monthly toll costs.

### How to Join

It's easy to join the 91 Express Club. Just email or call the 91 Express Lanes' Customer Service Center and ask to change your account to a 91 Express Club account. You can also join the 91 Express Club by visiting one of the Customer Service Centers. Start saving with every trip. Join the 91 Express Club today!



## 2011 Annual Report Available

The 91 Express Lanes Annual Report for fiscal year 2010-2011 is now available. Entitled "100 Million Trips," the report highlights the accomplishments of the past year, including reaching the 100 million trips milestone. The report also contains 91 Express Lanes fiscal year 2010-2011 financial statements.

You'll find the 91 Express Lanes 2011 Annual Report online at [www.octa.net/91expresslanes](http://www.octa.net/91expresslanes).

## New Toll Reduction Effective January 1, 2012

To help manage congestion and optimize the number of vehicles traveling on the 91 Express Lanes, a toll adjustment is being made. Starting January 1, 2012, a toll will be reduced for the hour marked in blue on the toll schedule to the right.

The toll reduction is OCTA's congestion management pricing at work. It's our way of delivering a fast, safe and reliable commute to you when traveling on the 91 Express Lanes.

Please check the toll schedule to the right for the latest toll adjustment.

**91 Express Lanes Toll Schedule** *Effective January 1, 2012* **Eastbound** *SR-55 to Riverside Co. Line*

	Sun	M	Tu	W	Th	F	Sat
<b>Midnight</b>	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
1:00 am	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
2:00 am	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
3:00 am	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
4:00 am	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
5:00 am	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
6:00 am	\$1.30	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$1.30
7:00 am	\$1.30	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$1.30
8:00 am	\$1.65	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10
9:00 am	\$1.65	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10
10:00 am	\$2.55	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.55
11:00 am	\$2.55	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.55
<b>Noon</b>	\$3.05	\$2.10	\$2.10	\$2.10	\$2.10	\$3.15	\$3.05
1:00 pm	\$3.05	\$2.90	\$2.90	\$2.90	\$3.15	\$4.95	\$3.05
2:00 pm	\$3.05	\$4.15	\$4.15	\$4.15	\$4.25	\$3.10	\$3.05
3:00 pm	\$2.55	\$4.45	\$3.70	\$3.95	\$4.95	\$9.75	\$3.05
4:00 pm	\$2.55	\$4.55	\$6.80	\$7.30	\$8.95	\$8.85	\$3.05
5:00 pm	\$2.55	\$4.85	\$6.25	\$7.50	\$8.80	\$7.00	\$3.05
6:00 pm	\$2.55	\$4.45	\$3.60	\$3.60	\$4.40	\$5.35	\$2.55
7:00 pm	\$2.55	\$3.15	\$3.15	\$3.15	\$4.55	\$5.00	\$2.10
8:00 pm	\$2.55	\$2.10	\$2.10	\$2.10	\$2.90	\$4.55	\$2.10
9:00 pm	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.90	\$2.10
10:00 pm	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$2.10	\$1.30
11:00 pm	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30

**91 Express Lanes Toll Schedule** *Effective January 1, 2012* **Westbound** *Riverside Co. Line to SR-55*

	Sun	M	Tu	W	Th	F	Sat
<b>Midnight</b>	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
1:00 am	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
2:00 am	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
3:00 am	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
4:00 am	\$1.30	\$2.45	\$2.45	\$2.45	\$2.45	\$2.45	\$1.30
5:00 am	\$1.30	\$4.00	\$4.00	\$4.00	\$4.00	\$3.85	\$1.30
6:00 am	\$1.30	\$4.15	\$4.15	\$4.15	\$4.15	\$4.00	\$1.30
7:00 am	\$1.30	\$4.60	\$4.60	\$4.60	\$4.60	\$4.45	\$1.75
8:00 am	\$1.75	\$4.15	\$4.15	\$4.15	\$4.15	\$4.00	\$2.10
9:00 am	\$1.75	\$3.30	\$3.30	\$3.30	\$3.30	\$3.30	\$2.55
10:00 am	\$2.55	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.55
11:00 am	\$2.55	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.95
<b>Noon</b>	\$2.55	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.95
1:00 pm	\$2.95	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.95
2:00 pm	\$2.95	\$2.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.95
3:00 pm	\$2.95	\$2.10	\$2.10	\$2.10	\$2.10	\$2.55	\$2.95
4:00 pm	\$3.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.55	\$3.10
5:00 pm	\$3.10	\$2.10	\$2.10	\$2.10	\$2.10	\$2.55	\$3.10
6:00 pm	\$3.10	\$2.10	\$2.10	\$2.10	\$2.10	\$3.05	\$2.55
7:00 pm	\$2.55	\$1.30	\$1.30	\$1.30	\$1.30	\$2.10	\$2.10
8:00 pm	\$2.55	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
9:00 pm	\$2.55	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
10:00 pm	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30
11:00 pm	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30	\$1.30